

# Managing Conflict

[Overview](#)[CE Credits](#)[Learner Comments](#)

## Overview

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### DESCRIPTION

*. . .how to recognize, reduce, & resolve conflicts . . .*

Conflict is inevitable in human relationships. Given this fact, managers and supervisors need skills in identifying and resolving conflict. This course will help you to recognize your personal approach to conflict and how to deal with conflicts on a situational basis. The course emphasizes communication skills and defusing confrontations.

#### **Understanding Conflict**

- \_ individual approaches
- \_ personal styles
- \_ situational applications

#### **Dealing with People**

- \_ understanding your role and yourself
- \_ active listening

#### **Approaches to Conflict Resolution**

- \_ assessing the problem
- \_ formulating an action plan
- \_ cooperation
- \_ strategy considerations